

LIS 9003 INFORMATION SOURCES AND SERVICES
Graduate Program of Library and Information Science
The University of Western Ontario
Fall 2018

Instructor: Dr. Heather Hill
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Class meets: Wednesdays, 1:30-4:20

Course description

Theory and practice of finding and using basic information sources and question negotiating techniques in information providing contexts, including libraries and information centres; appropriate and effective ways of providing personal assistance to users in pursuit of information.

Course objectives

Upon successful completion of readings, assignments, and class participation, students will be able to:

1. apply a critical awareness of professional values, standards and ethics in the context of reference services (Program-level learning outcomes 1, 2, 3, 5);
2. prioritize from among a wide range of techniques to assess, recommend and create access to information in a variety of formats (Program-level learning outcomes 2, 4, 6, 8)
3. define the needs of particular user groups and develop collections, services, programs and policies to meet these needs (Program-level learning outcomes 3, 5, 8, 9);
4. prepare, write and deliver effective professional reports and presentations, independently and/or cooperatively with others (Program-level learning outcomes 4, 7, 9).

MLIS program-level learning outcomes:

http://www.fims.uwo.ca/acad_programs/grad/lis/mlis/outcomes.htm

Course policies

Support services - Students who are in emotional/mental distress should refer to Mental Health@Western http://www.uwo.ca/health/mental_wellbeing for a complete list of options about how to obtain help.

Writing – While our discussions will vary in their formality, professional, grammatically correct writing is expected. This means that, spelling, punctuation,

and grammar count. If this is a problem, find someone whose writing skills you trust to proofread your written work, or visit the Writing Support Centre <http://www.sdc.uwo.ca/writing/> for assistance. Most assignments are not essays, feel free to use subheadings, point form, and use the first person ('I') when it makes sense.

Statement on academic offences - Scholastic offences are taken seriously and students are directed to read the appropriate policy, specifically, the definition of what constitutes a Scholastic Offence, at the following Web site:

http://www.uwo.ca/univsec/pdf/academic_policies/appeals/scholastic_discipline_grad.pdf

“Students who cheat and are not caught will be haunted by the memory of their misdeed for the rest of their miserable lives” (Academic Obscura, 2017).

Texts

There is no single required text for this course. Readings consist of journal articles and book chapters. All readings are available through Western Libraries and/or the Graduate Resource Library.

Assignments

To complete this course you must do the following assignments:

Assignment		Approximate due dates
Participation	15%	
Wikipedia paper	20%	Week4
Information behaviours/practices paper	25%	Week7
Information behaviours/practices presentation (pairs)	10%	Week13
Academic library consultation paper	25%	Week 12
FIMS Grad Library workshops & worksheets	5%	Weeks 4, 6, 7, 8, 9